

CAREER OPPORTUNITY

Manager – Employee Experience

(Ref: MEE/24/011)

Air Mauritius Ltd, the national carrier of Mauritius, is seeking to recruit a dynamic and highly motivated candidate to fill in the position of Manager – Employee Experience. If you feel you have the right profile, it is an opportunity now to start a challenging career and become part of a dedicated and professional team.

JOB PROFILE:

The Manager – Employee Experience will be responsible for the development and implementation of services, programs and initiatives that will directly shape the overall Employee Experience for the company, encompassing inter alia: HR Shared Services, Talent Acquisition, Learning and Development and Performance Development.

The duties and responsibilities will include the following inter-alia:

- Develop and maintain a comprehensive and professional HR Shared Service for managers and employees ensuring all administration and HR transactional queries are efficiently delivered
- Identify and improve process and procedures along the employees' journey maps and 'Moments that Matter' that follow the employee life cycle
- Use workforce demographic data to create employee personas and derive actionable insights based on data and persona analysis
- Conduct workforce data analysis, develop people dashboard and provide meaningful insights based on industry trends and benchmark
- Ensure the People Department consistently delivers quality customer service to employees and management
- Assist with regularly evaluating key success factors for the Human Resources Department through measurable goals, key performance indicators and standard reporting
- Lead the coordination of annual strategic workforce planning activities, including performance management
- Coordinate the development of a comprehensive workforce analytics dashboard to track and report key talent metrics to the leadership team on a regular basis
- Coordinate and monitor the company's Talent Acquisition, ensuring timely implementation, compliance, consistency and continuous improvement, aligning with best practices
- Collaborate with Line Management to assess current and future employee training and education needs, as well as tracking the effectiveness of established programs; employ various education and training tactics that create a continuous learning environment for employees including the development of cost-effective e-learning solutions
- Coordinate and monitor the Learning and Development company wide budget
- Engage and collaborate in cross functional People projects as required
- Attend to any cognate duties as required

PREREQUISITES:

Higher School Certificate (HSC) or General Certificate of Education (GCE), with at least 2 subjects at Advanced Level obtained at one and same sitting or an equivalent qualification from a recognised institution.

Plus

- Degree in Human Resources, Business Studies or any Management related field from a recognised university/institution or any relevant equivalent qualification accepted by Air Mauritius
- Minimum of 5 years working experience in the field of Human Resources, out of which 3 years in a managerial position

Note 1:

Exposure on HR Shared Services offerings and Talent Acquisition will be an advantage.

CANDIDATE PROFILE:

- Ability to integrate business strategies with HR strategies
- Ability to understand and support airport operations
- Excellent leadership, communication and interpersonal skills
- Proven successful experience in motivation techniques and employee relations
- Good knowledge of Labour Laws and Industrial Relations Legislation

APPLICATION PROCEDURE

You are invited to send your application by registered post with the following:-

1. Motivation letter
2. Resume/ CV
3. [Company's prescribed form](#)
4. A photocopy of National Identity Card
5. Copy of educational certificates with letters of equivalences from National Equivalent Committee (when applicable)
6. Documentary evidence relating to work experience

Deadline for submission: Friday 30 August 2024 at 16h00 local Mauritius time (equivalent to 12h00 UTC)

Applications should be addressed to:

Manager Human Resources
Talent Acquisition Section
Air Mauritius Ltd
16th Floor, Air Mauritius Centre
President John Kennedy Street, Port-Louis
John Kennedy Street, Port-Louis
Mauritius

Note 2:

- Job Reference "Ref: MEE/24/011" should be specified on the envelope and the application form.
- Eligible Candidates will be required to submit a certificate of character as per the Company Policy.
- Applications received incomplete or after the closing date will not be considered.
- Canvassing in any form will entail disqualification from the selection process.
- Applicants should be Mauritian Nationals and able to live and work in Mauritius.

The Company reserves the right:

- to call only the best qualified candidates for the selection exercise/s.
- not to make any appointment following this advertisement.
- to offer the best suited candidate initially employment on a contractual basis.